

Province: Municipality(Code) - Schedule of Service Delivery Standards Table XX

Standard	Description	Service Level
Solid Waste Removal		
Premise based removal (Residential Frequency)		Once or twice per week depending on settlement
Premise based removal (Business Frequency)		Three times a week
Bulk Removal (Frequency)		Once a week
Removal Bags provided(Yes/No)		No
Garden refuse removal Included (Yes/No)		No, it is disposed at the waste station
Street Cleaning Frequency in CBD		Seven days a week
Street Cleaning Frequency in areas excluding CBD		Once a week
How soon are public areas cleaned after events (24hours/48hours/longer)		24 hours
Clearing of Illegal dumping (24hours/48hours/longer)		During weekends
Recycling or environmentally friendly practices(Yes/No)		Yes
Licensed landfill site(Yes/No)		Yes, but not yet constructed
Water Service		
Water Quality rating (Blue/Green/Brown/NO drop)		93.4% Blue; 70% Green
Is free water available to all? (All/only to the indigent consumers)		Only to registered indigents
Frequency of meter reading? (per month, per year)		Monthly
Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)		Three months
On average for how long does the municipality use estimates before reverting back to actual readings? (months)		Three months
Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)		
One service connection affected (number of hours)		4-8 hours
Up to 5 service connection affected (number of hours)		4-12 hours
Up to 20 service connection affected (number of hours)		4-24 hours
Feeder pipe larger than 800mm (number of hours)		24 hours
What is the average minimum water flow in your municipality?		0.716 Kl/d/capita
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)		Yes
How long does it take to replace faulty water meters? (days)		1 day subject to stock availability
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)		Yes, only on galvanised steel
Electricity Service		
What is your electricity availability percentage on average per month?		90%
Do your municipality have a ripple control in place that is operational? (Yes/No)		Yes
How much do you estimate is the cost saving in utilizing the ripple control system?		15%
What is the frequency of meters being read? (per month, per year)		Monthly
Are estimated consumption calculated at consumption over (two month's/three month's/longer period)		12 months
On average for how long does the municipality use estimates before reverting back to actual readings? (months)		3 months
Duration before availability of electricity is restored in cases of breakages (Immediately/one day/two days/longer)		Low voltage - 4 hours; Medium voltage - 12 hours
Are accounts normally calculated on actual readings? (Yes/no)		Yes
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)		Yes
How long does it take to replace faulty meters? (days)		5 working days
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)		Yes
How effective is the action plan in curbing line losses? (Good/Bad)		Good
How soon does the municipality provide a quotation to a customer upon a written request? (days)		5 days
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)		10 - 15 working days
How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)		10 - 15 working days
How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)		30 working days
Sewerage Service		
Are your purification system effective enough to put water back in to the system after purification?		Yes
To what extent do you subsidize your indigent consumers?		50kW Electricity, 6kl water, fully subsidised basic charges
How long does it take to restore sewerage breakages on average		
Severe overflow? (hours)		24 hours
Sewer blocked pipes: Large pipes? (Hours)		8 - 24 hours
Sewer blocked pipes: Small pipes? (Hours)		2 - 4 hours
Spillage clean-up? (hours)		2 - 8 hours
Replacement of manhole covers? (Hours)		24 hours depending on availability of stock
Road Infrastructure Services		
Time taken to repair a single pothole on a major road? (Hours)		Province
Time taken to repair a single pothole on a minor road? (Hours)		2 days from reporting - 12 mins to repair
Time taken to repair a road following an open trench service crossing? (Hours)		2 hours
Time taken to repair walkways? (Hours)		2 days
Property valuations		
How long does it take on average from completion to the first account being issued? (one month/three months or longer)		One month

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	Do you have any special rating properties? (Yes/No)	Yes
Financial Management		
	Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)	Increase
	Are the financial statement outsourced? (Yes/No)	No
	Are there Council adopted business process structuring the flow and management of documentation feeding to Trial Balance?	Yes
	How long does it take for an Tax/Invoice to be paid from the date it has been received?	30 Days
		Annual procurement plans are submitted by end-users and monitor quarterly by the provincial treasury
	Is there advance planning from SCM unit linking all departmental plans quarterly and annually including for the next two to three years procurement plans?	
Administration		
	Reaction time on enquiries and requests?	14 days
	Time to respond to a verbal customer enquiry or request? (working days)	Immediately
	Time to respond to a written customer enquiry or request? (working days)	5 days
	Time to resolve a customer enquiry or request? (working days)	1 day
	What percentage of calls are not answered? (5%, 10% or more)	5%
	How long does it take to respond to voice mails? (hours)	24 hours
	Does the municipality have control over locked enquiries? (Yes/No)	Yes
	Is there a reduction in the number of complaints or not? (Yes/No)	Yes
	How long does it take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	1 day
	How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?	None
Community safety and licensing services		
	How long does it take to register a vehicle? (minutes)	N/A - District
	How long does it take to renew a vehicle license? (minutes)	N/A - District
	How long does it take to issue a duplicate registration certificate vehicle? (minutes)	N/A - District
	How long does it take to de-register a vehicle? (minutes)	N/A - District
	How long does it take to renew a drivers license? (minutes)	N/A - District
	What is the average reaction time of the fire service to an incident? (minutes)	2 minutes
	What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	N/A - Province
	What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	N/A - Province
Economic development		
	How many economic development projects does the municipality drive?	8
	How many economic development programmes are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?	8
	What percentage of the projects have created sustainable job security?	
	Does the municipality have any incentive plans in place to create a conducive environment for economic development? (Yes/No)	Yes
Other Service delivery and communication		
	Is an information package handed to the new customer? (Yes/No)	No
	Does the municipality have training or information sessions to inform the community? (Yes/No)	No
	Are customers treated in a professional and humanly manner? (Yes/No)	Yes